



**TrackOne - Technical Guidance Bulletin
TTGB – 2006-23**

TO: Regional Operators
Indianapolis Private Industry Council
Regional Coordinators

FROM: Amy L. Smith-Rubeck, MA, LMHC
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DATE: May 1, 2007

SUBJECT: Modifications to the TrackOne Alert System

Background

The Indiana Department of Workforce Development (DWD) procured an electronic case management system for the delivery of workforce development services effective July 1, 2006. The system was operational on July 1, 2006 for the Workforce Investment Act (WIA) and Trade Adjustment Assistance (TAA) funding sources. The system will become operational for the Wagner-Peyser and Veterans programs in 2007.

Purpose

The purpose of this Bulletin is to notify the user community of modifications to the TrackOne user alerts.

Guidance

Users are notified that the TrackOne alert system will be modified to provide the following case management alerts:

1. 60 day alert of no services delivered to client

No changes were made to this alert.

2. 85 day alert of no services delivered to client

This alert is designed to notify the case manager (and any other interested person listed as active on the case manager screen) that the client will be soft-exited in 5 days if no service record is entered.

On the user's home screen, this alert will be flagged as "Medium" priority and displayed in orange text.

Example:

Doe, John – 85 DAY ALERT – Last Service on 1/10/2007

3. Two 90 Day Soft-Exit Alerts

The first alert will be for a 90 day soft-exit which bases the last service date on an "Actual End Date" of the last service. (This is the preferred.) This alert is shown in orange text and flagged as "Medium" priority.

Example:

Doe, John – SOFT-EXITED – Last Service with Actual End Date on 1/10/2007

The second alert is for a 90 day soft-exit based on a "Planned End Date" for the last service. Users receiving this alert should be aware this situation may result in a data validation error and/or monitoring finding. Documentation should be present to prove the client received services up to the "planned end date." This alert is shown in red text and flagged as "High" priority.

Example:

Doe, John – SOFT-EXITED – Last Service with PLANNED End Date on 1/10/2007

4. Soft-exit with no Exit screen completed

This alert is designed to inform the case manager (and any other interested person listed as active on the case manager screen) that the client has soft-exited, but no Exit Code has been recorded on the exit information screen.

Example:

Doe, John – SOFT-EXITED – NO EXIT CODE - Last Service on 01/29/2007

Other alerts generated by the system or set by the user shall remain in effect. The alerts noted above will be color-coded for easy distinction according to the Priority setting.

Questions concerning this Bulletin should be submitted to:

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TrackOne Technical Guidance Bulletin TTGB Number	Subject Matter
2006-23	Modifications to the TrackOne Alert System
2006-22	Core Service Record Update in TrackOne
2006-21	Recording the Highest Grade Completed in the TrackOne Case Management System
2006-20	Collection of Equal Employment Opportunity Commission (EEOC) Data
2006-19	Protection of Clients' Personal Information in the TrackOne Case Management System
2006-18	Roles of DWD Staff, Regional Master Users & the TrackOne Help Desk for TrackOne Data Correction
2006-17	Youth Participants and Core Services
2006-16	Update to Protocol for Transferring Clients between Regions
2006-15	Case Notes and Service Notes in TrackOne
2006-14	Change to TTGB 2006-13, Entitled "Dual Data System Usage"
2006-13	Dual Data System Usage
2006-12	Youth Provider or Eligible Training Program Number
2006-11	Obligation Tracking in TrackOne
2006-10	Transferring a Participant from One Region to Another Region in TrackOne
2006-09	Use of Z Codes following Conversion to TrackOne
2006-08	WIA Tier Progression Documentation Requirements for TrackOne
2006-07	New Enrollments into TrackOne
2006-06	Clarifications and Additions to TTGB 2006-04 Entitled "Case Management System Usage"
2006-05	Data Correction Protocol
2006-04	Case Management System Usage
2006-03	Allowing Log on Capabilities for Case Managers Providing Services at Multiple Locations within One Region
2006-02	To Establish the Procedure for Removing Former Employees' Password Rights to the TrackOne Case Management System
2006-01	Youth Testing Requirements (Out-of-School)